

Serial No. 09/676,584

Filing Date: September 29, 2000

Amendments to the Claims:

The listing of Claims will replace all prior versions and listings of the Claims in the application:

Listing of Claims

1. (Currently Amended) An operations architecture for a netcentric computing system, comprising:
 - a server connected with a client; and
 - a software distribution tool, a configuration and asset management tool, a fault management and recovery management tool, a capacity planning tool, a performance management tool, a license management tool, a remote management tool, a event management tool, a systems monitoring and tuning tool, a security tool configured to limit access of said client to said server based on role based access control, a user administration tool, a production control application set configured to automatically archive a predetermined set of files and a help dcsk tool adapted to measure the performance of support personnel supporting said server and said client in said netcentric computing system.

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2. (Original) The operations architecture of claim 1, wherein said software distribution tool provides automated delivery to, and installation of, applications on said server and said client.

3. (Original) The operations architecture of claim 1, wherein said configuration and asset management tool that manages a plurality of predetermined assets connected with said netcentric computing system.

4. (Currently amended) The operations architecture of claim 3, wherein said predetermined assets ~~is~~ ~~may~~ be selected from the group consisting of said server, said client, a product license information file, a warranty information file, a vendor name file, a logical device information file and a physical device information file.

5. (Original) The operations architecture of claim 1, wherein said fault management and recovery management tool assists in the diagnosis and correction of a plurality of system faults in said netcentric computing system.

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6. (Original) The operations architecture of claim 1, wherein said capacity planning tool monitors a plurality of predetermined system usage levels in said netcentric computing system.

7. (Currently Amended) The operations architecture of claim 6, wherein said system usage levels ~~is may be~~ selected from the group consisting of server processing usage, server bandwidth usage, server storage usage and client usage.

8. (Original) The operations architecture of claim 1, wherein said performance management tool monitors the performance of applications running on said netcentric computing system.

9. (Original) The operations architecture of claim 1, wherein said license management tool manages and controls license information for applications running on said netcentric computing system.

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10. (Original) The operations architecture of claim 1, wherein said remote management tool allows support personnel from said netcentric computing system to take control of said client.

11. (Original) The operations architecture of claim 1, wherein said event management tool is responsible for handling a plurality of predetermined events in said netcentric computing system.

12. (Currently Amended) The operations architecture of claim 11, wherein said predetermined events is ~~may~~ be selected from the group consisting of disk space indications, central processing unit utilization indications, database error indications, network error indications and file and print service indications.

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13. (Original) The operations architecture of claim 1, whercin said systems monitoring and tuning tool monitors applications, middleware, databases, networks, clients and servers on said netcentric computing system.

14. (Original) The operations architecture of claim 1, wherein said security tool includes applications that provide security to said netcentric computing system.

15. (Original) The operations architcture of claim 1, wherein said user administration tool is used for administering users of said netcentric computing system.

16. (Original) The operations architecture of claim 1, wherein said production control application set is used for scheduling and processing a plurality of production processes on said netcentric computing system.

17. (Currently Amended) The operations architecture of claim 16, wherein said production control application set is ~~may~~ be selected from the group consisting of a print

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management tool, a file transfer and control tool, a mass storage management tool, a backup and restore tool, a archiving tool and a system startup and recovery tool.

18. (Original) The operations architecture of claim 1, wherein said help desk tool provides a help application for assisting users of applications on said netcentric computing system.

19. (Currently Amended) An operations architecture for a netcentric computing system, comprising:

- a server connected with a client;
- a software distribution tool for providing automated delivery to, and installation of, an application on said server or said client;
- a configuration and asset management tool for managing a plurality of predetermined assets connected with said netcentric computing system;
- a fault management and recovery management tool for assisting in the diagnosis and correction of a plurality of system faults in said netcentric computing system;

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a capacity planning tool for monitoring a plurality of predetermined system usage levels in said netcentric computing system;

a performance management tool for monitoring the performance of applications running on said netcentric computing system;

a license management tool for managing and controlling license information for applications running on said netcentric computing system;

a remote management tool allowing support personnel from said netcentric computing system to take control of said client;

a event management tool for handling a plurality of predetermined events in said netcentric computing system;

a systems monitoring and tuning tool for monitoring applications, middleware, databases, networks, clients and servers;

a security tool that includes a security application that provides security to said netcentric computing system, said security tool configured to limit access of said client to said server based on role based access control;

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a user administration tool for administering users of said netcentric computing system;

a production control application set for scheduling and handling a plurality of production processes on said netcentric computing system, said production control application configured to automatically archive a predetermined set of files; and

a help desk tool including a help application that provides users of applications on said netcentric computing system with assistance, said help desk tool adapted to measure the performance of support personnel.

20. (Currently Amended) The operations architecture of claim 19, wherein said predetermined assets ~~is~~ ~~may be~~ selected from the group consisting of said server, said client, a product license information file, a warranty information file, a vendor name file, a logical device information file and a physical device information file.

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21. (Currently Amended) The operations architecture of claim 19, wherein said system usage levels is may be selected from the group consisting of server processing usage, server bandwidth usage, server storage usage and client usage.

22. (Currently Amended) The operations architecture of claim 19, wherein said predetermined events that said event management tool handles may be is selected from the group consisting of disk space indications, central processing unit utilization, database error indications, network error indications and file and print server indications.

23. (Currently Amended) The operations architecture of claim 19, wherein said production control application set is may be selected from the group consisting of a print management tool, a file transfer and control tool, a mass storage management tool, a backup and restore tool, a archiving tool and a system startup and recovery tool.

24. (Currently amended) A method of providing an operations architecture for a netcentric computing system including a client and a server, comprising the steps of:

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using a software distribution tool for providing automated delivery to, and installation of, a predetermined application on said server or said client;

managing a plurality of predetermined assets connected with said netcentric computing system with a configuration and asset management tool;

assisting in the diagnosis and correction of a plurality of system faults in said netcentric computing system with a fault management and recovery management tool;

monitoring a plurality of predetermined system usage levels in said netcentric computing system with a capacity planning tool;

monitoring the performance of applications running on said netcentric computing system with a performance management tool;

managing and controlling license information for applications running on said netcentric computing system with a license management tool;

allowing support personnel to take control of said client with a remote management tool;

handling a plurality of predetermined events in said netcentric computing system with a event management tool;

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monitoring a plurality of computing devices connected with said netcentric computing system with a systems monitoring and tuning tool;

securing said netcentric computing system with a security tool configured to limit access to said netcentric computing system based on role based access control;

administering users of said netcentric computing system with a user administration tool;

scheduling and handling a plurality of production processes on said netcentric computing system with a production control application set, said production control set configured to automatically archive a predetermined set of files; and

helping users encountering problems with applications on said netcentric computing system with a help desk tool; and [.]

monitoring performance of support personnel helping users encountering problems, said performance being measured by the number of users helped per a time period.

25. (Currently Amended) The method of claim 24, wherein said predetermined assets is ~~may be selected from the group consisting of said server, said client, a product license~~

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information file, a warranty information file, a vendor name file, a logical device information file and a physical device information file.

26. (Currently Amended) The method of claim 24, wherein said system usage levels is may be selected from the group consisting of server processing usage, server bandwidth usage, server storage usage and client usage.

27. (Currently Amended) The method of claim 24, wherein said predetermined events that said event management tool handles is may be selected from the group consisting of disk space indications, central processing unit utilization, database error indications, network error indications, application error indications and file and printer service indications.

28. (Currently Amended) The method of claim 24, wherein said production control application set is may be selected from the group consisting of a print management tool, a file transfer and control tool, a mass storage management tool, a backup and restore tool, a archiving tool and a system startup and recovery tool.